



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2012

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.90	2.40	1.90	2.07
B. Operator Answer Time - Information [730.510(a)(1)]	9.03	7.58	11.01 *	9.21
C. Repair Office Answer Time [730.510(b)(1)]	9.84	13.69	27.21	16.91
D. Business or Customer Service Answer Time [730.510(b)(1)]	9.19	9.27	10.29	9.58
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	96.14%	97.74%	95.49%	96.45%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.09	1.02	0.99	1.03
H. Percent Repeat Trouble Reports [730.545(c)]	12.22%	13.40%	13.33%	12.96%
I. Percent of Installation Trouble Reports [730.545(f)]	15.20%	15.20%	14.30%	14.90%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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